

Notice of References Cited

Application/Control No.

09/784,068

Applicant(s)/Patent Under

Reexamination

DOBES ET AL.

Examiner

Chad Zhong

Art Unit

2154

Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,487,594 B1	11-2002	Bahlmann, Bruce F.	709/225
	B	US-5,953,389 A	09-1999	Pruett et al.	379/9
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NON-PATENT DOCUMENTS

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	V	"Net management - from an alarming point of view", Kiernan, Telephone Engineer and Management, Vol. 95, no. 5 p. 64-7, March 1991
	W	"Vendors unify system tools", Leon, Infoworld, Dec. 18, 1995 vol. 17, Iss. 51; pg 1
	X	"The help desk market: disarray and disrepair", Bradley Hecht, Dec 1996 Datamation

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.